POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Senior Information Systems Analyst (Supervisor)	D20/IT/Customer Service/IT Project Management Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
IT Project Reporting and Oversight Supervisor	900-170-1340-xxx	

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

The Department of Transportation (Department) Information Technology Project Management Office (IT PMO) is responsible for the management and oversight of all reportable and delegated information technology (IT) projects. This responsibility requires the IT PMO to define methodologies, policies, standards, processes, and direct activities for the Enterprise Portfolio, develop Stage 1 Business Analysis (S1BA) and Stage 2 Alternative Analysis (S2AA) Project Approval Lifecycle documents, and Project Management. The recruitment of qualified staff is paramount to achieving this goal. This position is expected to continually enhance our customer's experience by implementing, utilizing and monitoring proven customer service practices. As a key leader in IT, the incumbent ensures staff is highly qualified to perform their duties and meet customer expectations.

Under the general direction of the IT PMO Chief, a Data Processing Manager III, the incumbent is responsible for supervising the work of the IT Project Reporting and Oversight staff that will be responsible to: a) work closely with business areas developing Stage 1 Business Analysis (S1BA) and Stage 2 Alternative Analysis (S2AA) Project Approval Lifecyle documents, b) conduct reviews and assessments of all IT projects to ensure products demonstrate performance of the required functions, c) compile and report the findings of compliance with the appropriate project management practices, material findings, conclusions and recommendations made as a result of the review and assessment, d) track deficiencies, issues, findings and recommendations identified by the oversight process, and e) perform contract management.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M)[1]		Job Description
55%	E	Supervisor: The incumbent will supervise the work of IT Project Reporting and Oversight professionals and various consultants that work closely with business areas developing required Project Approval Lifecycle (PAL) S1BA and S2AA documents, conduct project oversight and project reporting or that develop, implement, and maintain project reporting and oversight methodology, policies, standards, processes, procedures, templates, and toolsets. This entails that the Supervisor understands the Department of Technology, Project Approval Lifecycle (PAL), California-Project Management Methodology, and industry best practices and guidelines developed by such organizations as the Project Management Institute. The incumbent must be versed in project management principles and application of such principles in the area of project oversight. The incumbent will ensure the Department's compliance with Department and State requirements. Develops, implements and monitors innovative customer service and support strategies to meet Departmental business needs while complying with State IT policy and guidelines. Develops and implements strategies to ensure Division employees are trained and developed to meet IT challenges and exceed customer expectations. The incumbent will review all findings and recommendations provided by staff. Incumbent will review all deliverables provided by staff, including Independent Project Oversight Reports (IPORs).
25%	E	The incumbent will train the Department staff in the use of the methodology, policies, standards, processes, procedures, templates, and toolsets. Conducts job performance assessments providing feedback about employee performance and expectations. Prepares performance appraisals, utilizing progressive discipline practices, and takes corrective action when work performance problems arise. Actively participates in selection interviews and hiring decisions, provides orientation, training and guidance as needed to develop staff. Defines vision and mission for the unit staff. Prioritizes work within the unit.

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15%   E   The incumbent provides project oversight of IT projects for the Department of Transportation. Reviews plans, proposals, and other IT project documents submitted to determine the effectiveness and efficiency of an IT project in support of program performance objectives, feasible alternatives, merits of the project from an investment perspective, and proper planning for project success.

The incumbent will independently conduct and analyze project reviews and assessments on complex IT projects. In addition, the incumbent will direct the development and implementation of methodology, policies, standards, processes, procedures, templates, and toolsets relating to project reporting and oversight. The incumbent will participate on project reviews and assessments on complex IT projects to ensure project products demonstrate performance of the required functions.

Upon IT project commencement, the incumbent provides oversight of IT projects for adequate project management. The incumbent participates in creating the Department's IT strategy and in developing and managing the overall portfolio of existing and new projects. The incumbent oversees the IT efforts to enhance IT project implementation success.

As part of an oversight team, the incumbent uses various project management and oversight techniques as well as available industry standards and best practices to analyze project status with the intended goal to improve project performance/outcomes on technology projects. The incumbent performs the following functions:

-- Assesses project and departmental performance and identifies critical project and departmental implementation problems and issues.

-- Reviews progress assessments, remediation strategies, and independent oversight vendor reports; makes recommendations to leadership and business consultants regarding project remediation and continuation in order to ensure all aspects contained in the IT project portfolio are delivered on time, within budget, and attain their intended business value.

-- Works collaboratively with agencies to understand their overall long-term IT project portfolio planning and capacity to perform the work.

-- Elevates critical project issues to Executive Management.

-- Advises departments in interpreting and appropriately applying IT policies and best practices to meet project requirements.

-- Completes IT related notification letters and assessment reports as required.

-- Participates in creating and updating statewide IT policies and procedures.

-- Briefs and advises the DPM III, Executive Management, and staff on sensitive IT policy.

5%   M

Identifies alternative project and support resources.

[1]ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.
  MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

This position supervises an IT PMO Senior ISA Specialist, a Staff ISA Specialist and/or an Associate ISA Specialist staff members and directs the activities of consultants.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent is required to have a broad knowledge of principles of the approval process for information technology

projects, project management and information technology systems design. The incumbent must exercise a high degree of initiative, independence, and demonstrate tact and good judgment. The incumbent must be able to communicate effectively in order to develop and maintain effective and cooperative working relationships. The incumbent must have strong written and verbal skills to communicate issues and concerns. The incumbent must be able to adapt easily to changing priorities and maintain consistent attendance in the performance of these specific functions. The incumbent must possess the high degree of both leadership skills and technical expertise to be operationally competent in a highly complex and sensitive function, developing and/or recommending processes, procedures, and methodologies for the approval of Department Management, and working closely with both internal and external staff at all levels. The incumbent must have the ability to perform politically sensitive and policy-influencing functions effectively and have a thorough knowledge and understanding of emerging technology and evolving industry standards as well as the Department's business needs. The incumbent is expected to be familiar with and implement State, Agency and Departmental policies and procedures, have knowledge of the principles, practices, and trends of public administration, including planning, cost/benefit analysis, and training practices. The incumbent must be able to make rational and feasible decisions; effectively evaluate the results and consequences of such decisions and activities as they relate to the composition of budget estimates and the control of allocated resources; perform project or task management; and oversee system development. The incumbent must have the ability to network and interface effectively with other technical personnel and the organization's management in securing the resources, expertise, and approvals necessary to implement large-scale information technology solutions.   The incumbent must understand the principles of personnel management, supervision, and training; the Department's Equal Employment Opportunity objectives; a manager's role in the Equal Employment Opportunity process and the processes available to meet equal employment objectives.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The Department's successful delivery of IT projects will depend on the Senior Information Systems Analyst Supervisor's work products by ensuring quality work products are developed and delivered, ensuring compliance with Department and State requirements, and timely submission of required reports. Bad judgment and or decisions may prevent the incumbent from effectively supporting the Department's IT projects. This may contribute to the cancellation of projects, schedule delays, cost overruns, technical issues, and products that do not fulfill all of a customer's requirements and expectations. Should this occur, the Department may lose credibility relative to its ability to track and manage its IT projects. This may lead to a further loss of funding for other current and future IT projects, along with increased schedule delays and project overhead costs due to increased control agency reporting, technical, financial, and project management requirements.

PUBLIC AND INTERNAL CONTACTS

The incumbent will be called upon to interface closely with program and project management staff within the Department to provide assistance regarding IT projects. In performing the responsibilities of this position, the incumbent may initiate contacts with other departments that have comparably sized IT functions that have conducted projects similar to those assigned to the incumbent. The incumbent may also have contact with government and/or control agencies such as the Office of the State Chief Information Officer, the Department of General Services, or the Department of Technology Services; vendors of commercial tools that may be adopted by the Department; or outside consultants concerning successful project delivery.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard, video display terminal and telephone.

Mental requirements include: be open to change and new information; adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice.

Emotional requirements include: be able to value cultural diversity and other individual differences in the workforce; adjust rapidly to new situations warranting attention and resolution; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; be tactful and treat others with respect.

WORK ENVIRONMENT

While at their base of operation, the employee will work in a climate-controlled office under artificial lighting using a personal computer. Employee may be required to travel.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)	DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE